

PayPal has provided the following information in response to questions that were raised to the Administrative Office of the Courts from law firms using AZTurboCourt. Additional questions regarding these responses should be directed to the AOC Support Center (602-452-3519) for follow-up with PayPal.

If someone is trying to add a credit card, but the billing address does not match the office address:

If you need to modify the billing address associated with your credit or debit card:

1. Log in to your PayPal account.
2. Click "Profile" at the top of the page.
3. Click the "Credit/Debit Cards" link in the Financial Information column.
4. Choose the card you would like to edit and click "Edit."
5. Enter the card verification number.
 - If the new billing address is an existing address listed on your PayPal account, choose this address from the drop down list under "Use existing address as billing address."
 - If adding a new billing address, add information in the "Enter a new billing address" section.
6. Click "Save."

After a law firm adds a credit card, the initial Sending Limit is \$2,000.00 USD. Here is general information about the Sending Limit and how to lift it:

Your sending limit is the maximum amount of money you can send from your PayPal account. You can remove your sending limit after you confirm your bank account and get Verified, or by applying for and being approved for the PayPal Extras MasterCard®. You can find more information on the card by going to www.paypal.com and clicking "PayPal Extras MasterCard®" under "Pay Online."

Here's how to remove your sending limit:

1. Log in to your PayPal account.
2. Click "View Limits" near the top of the page.
3. Click "Lift Limits" beside the spending limit.
4. Chose either to link your bank account or to apply for a PayPal Extras MasterCard®.

If you chose to link a bank account and your bank qualifies for instant bank confirmation, you can confirm your bank account almost immediately.

Here's how to instantly confirm your bank account:

1. On the "Confirm your bank account" page, select "Instantly confirm your bank account online."
2. Enter the username and password you use to log in to your bank's website, then click "Continue."

If your bank doesn't qualify for instant bank confirmation, we'll confirm your bank account by sending 2 small deposits (each between \$0.01 and \$0.99 USD) to the bank account you want to confirm.

After 2 to 3 business days, review your bank statement or contact your bank to find out the exact amounts of these deposits. With this information, you can complete the confirmation process online.

Here's how to complete the confirmation process online:

1. Log in to your PayPal account.
2. Click "Profile" near the top of the page.

3. Click "My money."
4. Click "Update" beside "Bank accounts."
5. Click "Confirm" next to the bank account you want to confirm.
6. Enter the exact amounts of the 2 deposits made to your account, then click "Submit."

If a law firm adds a bank account to the PayPal account, it becomes the default funding source. Here are instructions for changing the funding source:

When you have a bank account and credit card registered with PayPal, the default funding source for all payments is your bank account. However, PayPal users are always free to change the funding source for payments to another financial account, such as a credit card, that is registered with PayPal. PayPal's Instant Transfer feature allows you to send money from your bank account instantly, because PayPal pays the seller immediately, and then recovers the funds from your bank account. If the bank transfer fails, we will then utilize the credit card listed as the back-up funding source to process the transaction.

When sending a payment, PayPal presents users with a final confirmation page called the "Check Payment Details" screen for you to review before a transaction is submitted for processing. This screen lists all details of the transaction, including the intended recipient, the amount, and the designated funding source. At this point, you may edit your funding source or change the back-up funding source by clicking on the "More Funding Options" link found on this webpage. Likewise, you may also elect to send the payment or cancel the transaction. To ensure your payment is processed as you intend, please thoroughly review this page before submitting any transactions.

Unfortunately, we are unable to designate your credit card as the permanent default funding source. While you cannot select the credit card as a default funding source on a permanent basis, you can certainly select it as the primary funding source for individual transactions using the "More Funding Options" link on the "Check Payment Details" page.

If a law firm attempts to send a payment, but the credit card is not a funding option, it means our internal security system determined the transaction poses an elevated level of risk. Here is general information:

Each payment that is sent through a PayPal account is reviewed when the sender initiates the transaction. The Account holder is given the funding sources available for that particular transaction. Some transactions may not allow all types of funding sources to be available.

As denying one of our valued customers the option of using the funding source of their choice is likely to result in, at the very least, customer dissatisfaction, this decision is never lightly made. However, once it has been made, it is final.

According to policy listed in PayPal's User Agreement, "In order to manage risk, PayPal may limit the Funding Sources available for a transaction. If we limit the Funding Sources, we will alert you that there is a higher-than-normal level of risk associated with the payment. Such a notice does not mean that either party to the transaction is acting in a dishonest or fraudulent manner. It means there may be a higher-than-normal level of risk associated with the transaction. You may choose to continue with the transaction with the understanding that you may have fewer avenues available for dispute resolution should the transaction turn out to be unsatisfactory.

Please be aware that this is in no way a judgment of you or your credit worthiness. Instead it is just one more way that we seek to uphold the trust you placed with us when you created your Account.